

Boulder City Phased in Reopening Plans

From the May 2020 Minutes

Kim explained the library phased reopening. She had been attending weekly webinars with state libraries and she said the collaboration on issues and best practices had been very helpful. Las Vegas-Clark County Library District (LVCCLD) petitioned the Clark County Commissioners with their phased opening plans and had started curbside service May 16th. Henderson District Libraries have a similar phased plan and may open June 1st or later. The North Las Vegas Library initially presented a June 1st schedule to their City Manager but their plan was not approved. They may revisit opening with the Governor's Phase Three. They have no specific date. Kim stated that everyone can agree that for all that is known about COVID-19, there is a lot not known. This has made planning more frightening. She explained she had been answering reference calls from home and the nature of those calls allowed for more visiting time. She shared the consensus she had received from talking with patrons - while they are anxious for the library to be open, they understand that the closure just needed to be done based on what's happening in world right now. She shared the staff is eager to get back to work and she explained the bookkeeper has been in paying invoices, the cataloging team has been processing materials, and staff has been accepting and receiving deliveries within the building. She said they were scared about a potential June 1st curbside service re-opening date because the Governor had not even opened the state to Phase Two yet. She felt a definite Boulder City Library Board of Trustees Minutes, May 21, 2020 8 hesitation among staff going forward; but she shared they also know that opening, even if just for curbside and opening the bookdrop for returns, that small portion will be a good thing in returning services. Because of the library's partnership with LVCCLD, they have generously shared plans and informed her of their progress. They inform her of changes and updates daily and there have even been lots of changes to the library software. As they are working out unforeseen problems, she and her team are taking notes. Kim said the staff is looking to have phases to move efficiently both forward and backward should more restrictions take place. She explained the library is currently in Phase One. Staff is working from home and in the building. Ordering of PPE is taking place. In the last month she described items ordered: masks, aprons, gloves, face shields, sanitizer, sanitizer freestanding automatic dispensers, social distancing signage, stanchions, extra carts, a no touch cleaning system for the restrooms, an electrostatic sprayer to decontaminate tables and chairs, a mobile digital rfid wand for quick and efficient shelf searching that does not require handling the materials, and touchless wave-plates for the front doors which will require reconstruction of the front doors. Acrylic shields have been constructed by staff member Richard for all service desks. The Youth Department has been busy creating online programs for YouTube. Kim said she believes the library is ready to move forward. LVCCLD has been working out the bugs and problems and had only the previous day delivered a record-breaking 25 bins through the courier service. Staff have been busy sorting and have made the Community Room the new main hub of activity. Phase Two will be a hybrid format with staff working both from home and in the building. Staggered scheduling will be necessary so not all staff will be at the library at the same time. Tuesday the 26th training will begin with minimized interactions for curbside procedures and safety protocols. If all goes well, curbside services will begin on June 1st from the Community Room hub and the bookdrop will be opened. Kim explained the procedure of ordering and appointment making. Upon arrival a verbal verification will take place. Markings designating 6 foot distances will be clearly marked and items will be placed on a table for contactless delivery. Initial hours for curbside will be Monday and Wednesday from 10 a.m. to 6 p.m. and Friday and Saturday from 11

a.m. to 4 p.m. Now until the Governor clears the state for the next phase, Kim hopes these limited services and being able to say the library is open will help to alleviate tensions within the community by those who cannot use the library. Initially she thought Workforce Connections could be started in Phase Three by appointment to use the One-Stop, but currently she thinks that may not be possible. Additional services during this phase will include copies, and timed computer usage, but the library will not be opened to browsing yet during this stage.